

Claim Form for Housing Benefit and Council Tax Benefit

Please read and keep the front three pages and tear off the back three pages.

Return this form to:

**Payments and Benefits, PO Box 1354,
22-26 Clements Road, Ilford, Essex IG1 1LF**

What is Housing Benefit, Council Tax Benefit and Second Adult Rebate?

Housing Benefit

sometimes called

Local Housing Allowance for Private Tenants

is money towards paying your rent.

Council Tax Benefit / Second Adult Rebate

is help with your Council Tax bill.

You can apply if you have to pay Council Tax and you (and your partner) are on a low income. You can apply for benefit if you have to pay Council Tax and you are living with someone (but not a husband, wife, partner or a lodger) who is on Income Support, income-based Jobseeker's Allowance or income-related Employment Support Allowance or a low income. This form of Council Tax Benefit is called **Second Adult Rebate**. If you qualify for Council Tax Benefit and Second Adult Rebate we will pay you the higher of the two benefits.

Before we work out how much you may be entitled to, we need to know about your circumstances.

- We need to know what your income and capital is and if you have a partner how much income and capital they have.
- We need to know how much rent you pay and who lives in your household.

What part of the form should I fill in?

See inside for an easy to follow guide on the parts of the form you should fill in. →

Please note – all references to “us”, “we” and “the Council” on this form mean the London Borough of Redbridge Housing and Council Tax Benefit Section, Payments and Benefits, PO Box 1354, 22-26 Clements Road, Ilford, Essex IG1 1LF. All evidence to support your claim and notification of any changes in circumstances must be sent to this office.

What part of the form should I fill in?

- If you only want to claim Council Tax Benefit** Fill in parts **1 to 8** and parts **12 to 14**.
- If you only want to claim Second Adult Rebate** Fill in parts **1** and **7** and parts **12 to 14**.
- If you pay rent to the council** Fill in parts **1 to 8** and parts **11 to 14**.
- If you pay rent to a private landlord** Fill in **all the form**.
- If you pay rent to a housing association** Fill in **all the form**.

Please answer all the relevant questions on this form. If you do not, it will take us longer to deal with your claim.

Important: You will have to give us **original documents** as proof of all the income, bank accounts, savings and investments you have.
We aim to send any original items back to you within two working days of receiving them.

Need help in completing this form?

If English is not your first language and you are having problems filling in this form, please telephone

020 8708 4532

If you need help to fill in this form and cannot come to our reception because you are elderly or have an illness or disability, please telephone to request a home visit

020 8708 4173

Useful telephone numbers and independent advice

Housing Benefit and Council Tax Benefit Enquiries . . . 020 8708 4503 or 020 8708 4505

Payments and Benefits Minicom 020 8553 1611
Payments and Benefits Outreach Officer 020 8708 4532 *

*** Please use this number if English is not your first language and you are having problems filling in this form.**

Housing Benefit Investigation Team 020 8553 9033
Housing Benefit Recovery Team 020 8708 4518 / 4379
Housing Benefit e-mail address .. housing.benefits@redbridge.gov.uk

Redbridge Citizens Advice Bureau **0870 126 4140**
2nd Floor, Broadway Chambers, 1 Cranbrook Road,
Ilford Essex IG1 4DU

Welfare Benefits and Money Advice Team welfare.benefits@redbridge.gov.uk
22-26 Clements Road,
Ilford, Essex, IG11BD money.advice@redbridge.gov.uk

for advice on benefits, tax credits
and council tax Mon., Wed., Fri. 10am-1pm **020 8708 4180**
for money (debt) advice Tue. and Thur. 10am-1pm **020 8708 4185**

Community Legal Advice **0845 345 4345**
Free confidential legal advice www.clsdirect.org.uk

Location Guide

1 Olympic House: Single Point of Contact (SPOC)

Ground floor reception, Olympic House, 28-42 Clements Road, Ilford, Essex IG1 1BA

Housing and Council Tax Benefits, Council Tax, Business Rate, Income, Student Support and Welfare Benefits.

Opening Times: Monday, Tuesday, Thursday, Friday: 8.45am-4.00pm
Wednesday: 9.45am-4.00pm
Saturday: 9.00am-12 noon

2 First Stop Shop

Ground floor, Lynton House, 255-259 High Road, Ilford, Essex IG1 1NN

Customer Information 020 8554 5000 (contact centre)

3 Cashiers

22-26 Clements Road, Ilford, Essex IG1 1BD

Credit/Debit Card Hotline: 020 8708 4708

If you want to pay on-line go to:
www.redbridge.gov.uk and select 'Pay It'

4 Housing Advice Centre (HAC)

17-23 Clements Road, Ilford, Essex IG1 1AG

Tel: 020 8708 4002 or 020 8708 4003

5 Community Care Advice Centre (CCAC)

Aldborough Road North, Ilford, Essex IG2 7SR

Tel: 020 8503 8833

6 Children and Families Advice Centre

Ley Street House, 479-499 Ley Street, Ilford, Essex IG2 7SR

Tel: 020 8708 5353

7 Redbridge Jobcentre Plus

Dunne House, 564-570 High Road, Ilford, Essex IG3 8EJ

Tel: 0845 6060 234 (looking for work)
0800 0 55 66 88 (to claim a benefit)

8 Redbridge Refugee Forum

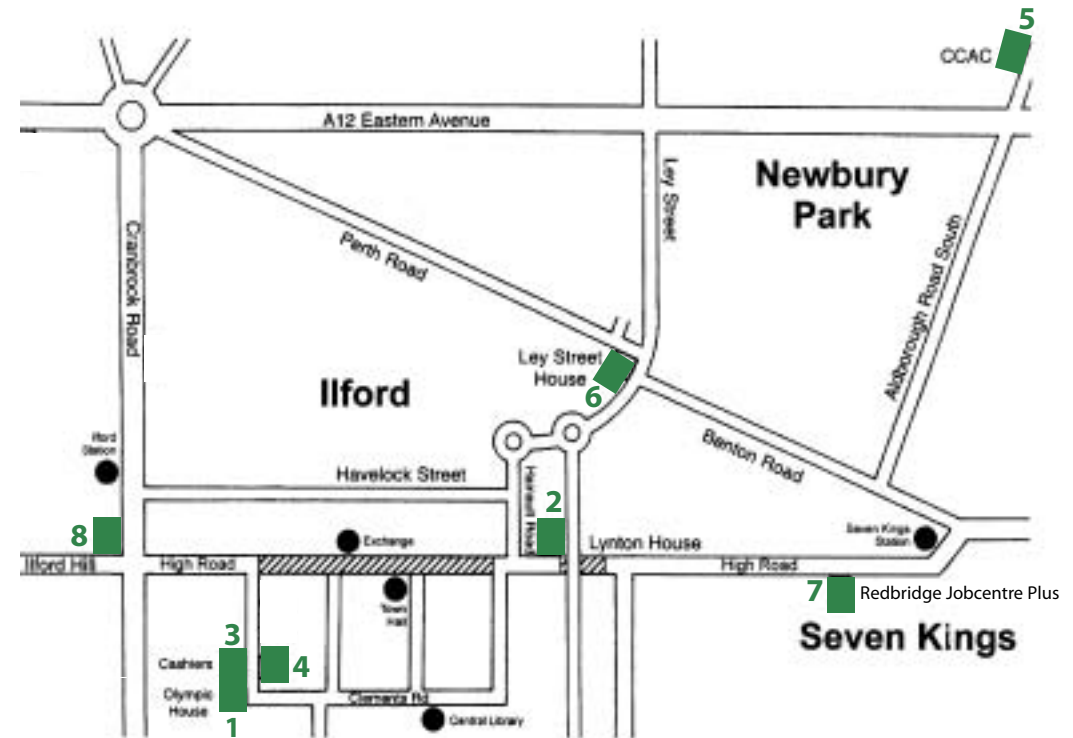
1st floor, Broadway Chambers, 1 Cranbrook Road, Ilford, Essex IG4 4DU

Tel: 020 8514 4728 (Appointments)
020 8478 4513 (Office)

Citizens Advice Bureau

2nd floor, Broadway Chambers, 1 Cranbrook Road, Ilford, Essex IG4 4DU

Tel: 0870 126 4140



About... the different parts of this form...

Part 1 About... You and your partner

If you are married, in a civil partnership or live with someone as a couple, then only one of you can make the claim for the both of you.

You must provide original proof of your and your partner's National Insurance number. This could be a National Insurance card, a benefit payment book or a letter from the DWP.

There are special rules for full-time students. Most full time students cannot claim Housing/Council Tax Benefit. If you have a partner who is not a full time student they should make the claim for both of you. Please see Part 2 of the form for more details.

Claimants from overseas:

People from many countries will need a visa or "leave" if they want to stay in the UK. If this applies to you, we will need to see proof of your leave to enter, or remain in, the UK.

If you are from the European Economic Area and need to be registered to work, you will need to provide your Worker Registration Certificate.

Part 3 About... Your savings, property and investments (in this country and abroad)

If you or your partner or both of you jointly have savings of £16,000 or more, you will not usually get Housing Benefit or Council Tax Benefit.

We need to see up-to-date original proof of all bank accounts, savings and investments you and your partner have, covering the last two months.

This includes all:

- Bank accounts (including overdrawn accounts)
- Building Society accounts (including overdrawn accounts)
- Post Office accounts (including overdrawn accounts)
- National Savings Certificates
- Premium Bonds
- Stocks and Shares
- Unit Trusts
- Securities
- Cash savings and money owed to you
- Property and land in this or any other country
- Any other type of savings or investments not mentioned above.

You must tell us about all savings, property and investments you and your partner have, including those held jointly with any other person.

Part 7 About... Other people who live with you

Children

A In this section you should include all children who live with you and who you or your partner get Child Benefit for. When we work out your benefit we make an allowance for any children that you support.

Young People and Adults

B This asks you to list anyone else who lives with you and say what they do (do not include people who pay you money to live with you). If anyone is working, please give the details asked for. In most cases, we expect these people to give you money towards your rent (if you pay it) and Council Tax.

Lodgers

C Please include anyone who pays you money to live in any part of your home and the amount they pay you.

About... Changes to income, people in your household, rent and so on

You must tell us immediately if:

- your Income Support, Jobseeker's Allowance or Employment Support Allowance entitlement ends;
- you start work;
- you move home (as you will need to re-claim benefit at your new address);
- you or anyone in your household leaves or comes to live with you;
- you or anyone in your household has a change in their income;
- your rent changes;
- any of your children leave school;
- your savings or investments change by more than £250 (unless it stays below £6,000 in total);
- you become a student;
- anyone living with you becomes a student, goes on a Youth Training, Employment Training or Employment Action course or gets, changes or leaves a job;
- you are going away—you must tell us how long you will be away for **before** you go;
- you, your partner or other people who live with you are in hospital for more than six weeks;
- you leave your home on a temporary basis; or
- there are any other changes that may affect your Housing Benefit or Council Tax Benefit

You still have to tell us about any changes, even if you have already told someone else, such as The Department for Work and Pensions or another Council department.

Providing evidence to support your claim for Housing Benefit and Council Tax Benefit

Important Information

You must return this form to us **IMMEDIATELY**, even if you do not have all the proof we ask for. Benefit usually starts from the Monday after the date we receive your claim, so do not delay sending the form to us once you have filled it in, otherwise you may lose benefit.

- You will see reminders throughout this form about sending us proof to support your claim. Providing this proof is part of your claim for benefit and helps us to make sure that you receive the correct amount of Housing Benefit/Council Tax Benefit.
- We cannot work out your benefit until we have seen all the proof we have asked for. If you have sent your form in without any documents we will usually write to you asking for the evidence we need to see. This letter will tell you the date you need to return the evidence by.
- We need to see original documents as proof – you should not send in photocopies.
- You should send us any missing proof within one month of claiming benefit. We will not send you a reminder.
- We cannot accept liability for original documents or items lost in the post. If you prefer not to send original documents in the post, you can visit our Reception at Olympic House and we will photocopy your original documents for you. An officer will certify that they have seen the originals and pass the photocopies to the benefits section. See page 1 for Reception location and opening times.
- See Part 13 Checklist on page 35 for more details about the evidence we need.

Claim Form for Housing Benefit and Council Tax Benefit

Private and Confidential

Return this form to: Payments and Benefits,
PO Box 1354, 22-26 Clements Road, Ilford, Essex, IG1 1LF

Please use black ink to fill in this form.

It will also help us if you write in BLOCK CAPITALS.

Where a date is asked for please enter as dd/mm/yy (e.g. 07/05/96)

Important

You will have to give us original proof of all income, savings and investments shown.
You will also have to give us two items proving your identity. One of these must show your National Insurance number, the other could be your passport, driving licence, utility bill (water, gas or electricity), immigration documents or evidence of income.

You must also provide original proof of your and your partner's National Insurance number.

I want to claim benefit for the following: Please tick boxes that apply.

(If you pay rent and Council Tax, you need to tick the rent box and the Council Tax box)

For Official Use Only

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The rent I pay
to a private
landlord or
letting agency

The rent I pay
to a housing
association

The rent I pay
to the
council

Council
Tax

Second Adult
Rebate
only

Form HB2008

Part 1 ● About you and your partner

read important notes on page 2

A	Title (Ms, Mrs, Mr)	Surname	Other Names	Date of Birth			National Insurance Number								
You															
Your partner															

Your address

(You must include your flat or room number and postcode)

		Postcode:
Home Telephone No:	Mobile:	Email:

Please give your partner's address (if different)

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When did you move to your current address?

--	--	--

Are you living in the property that you are claiming benefit for?
(Please answer **Yes** or **No**)

--

Do you own the property that you are claiming benefit for?
(Please answer **Yes** or **No**)

--

If you own the property, enter the name of any joint owners or state "none"

--

Do they live with you?
(Please answer **Yes** or **No**)

--

Please enter the names of any people, other than yourself and your partner, who are responsible for paying the Council Tax bill

--

Please tell us your Council Tax number if you know it

--	--	--	--	--	--	--	--	--	--

If you are a council tenant please tell us your rent account number

--	--	--	--	--	--	--	--	--	--

Are you a joint tenant? (Please answer **Yes** or **No**)

--

If **Yes**, tell us who your joint tenants are below

--

Please give your previous address

Postcode:

Please tell us if you were the homeowner, a private tenant, a council tenant or lodger at this address

Please give the address where you last claimed benefit (if different from above)

Postcode:

B

What is your/your partner's nationality?

If your/your partner's nationality is not British, on what date did you/your partner last enter and apply to stay in the UK?

You

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Your partner

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Do you or your partner have recourse to Public Funds in the UK? (Please answer **Yes** or **No**)
If **Yes**, you must tell us if this changes and you are no longer allowed to claim benefits.

You?

Your partner?

Have you or your partner come to live in the UK under a sponsorship agreement?
(Please answer **Yes** or **No**)

You?

Your partner?

If you are a person from overseas you will need to provide proof of your immigration status or EEA worker status and your right to reside in the UK.

C

Are you or your partner paid any of the following benefits? Please check your entitlement letter from the DWP, Jobcentre Plus or Pension Service.
(Please answer **Yes** or **No**)

Income Support?

Income-based Jobseeker's Allowance?

Income-related Employment Support Allowance?

Guaranteed Pension Credit?

If you answered **Yes** to any of the above questions, please tell us who it is paid to and, if they sign on as unemployed, please tell us where.

Who:

Where:

You must tell us *immediately* if your Income Support, Income-based Jobseeker's Allowance or Income-related Employment Support Allowance stops. You must also tell the DWP/Jobcentre Plus or Pensions Service if you have changed your address.

If you answered Yes to any of the questions in Part C above move to Section 5.

Part 2 ● Students

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

	Are either you or your partner a student? (Please answer Yes or No)	What is the name of the course?	Is the course full time or part time?	When did the course start?		
You						
Your partner						

	When is the course due to end?					
Your course						
Your partner's course						

If you or your partner are a student, we need to see your Student Finance Direct Support Notification or NHS Students Grants Unit Notification of Award. We also need to see written proof of your term dates on a letter from your college or university.

Important Most full-time students cannot claim Housing Benefit or Council Tax Benefit. Your partner (if not also a full-time student) can claim for both of you.

Part 3 ● Savings, property and investments (in this country and abroad)

read important notes on page 2

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

A

Do you or your partner own, or part-own, any properties or land?
(Please answer **Yes** or **No**)

Please include all property and land you and/or your partner own or part-own in this country and abroad.

If **Yes**, please tell us the address(es)

Is the property rented out? (Please answer **Yes** or **No**)

If **Yes**, how much do you get **each week** for it?

£

Is the property being sold? (Please answer **Yes** or **No**)

If **Yes**, when did you put it up for sale?

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When do you expect to sell the property?

--	--	--

Do you have a relative who lives there that is either over 60 or receiving a disability benefit? (Please answer **Yes** or **No**)

If **Yes**, please give their name, date of birth and relationship to you

Name	Date of birth	Relationship to you	Disability benefit they receive

If you have answered Yes to any of the questions in 3A, we may need to ask for more details on a separate form.

B Do you or your partner have any bank, building society or Post Office accounts?

This includes **overdrawn** accounts and accounts held jointly with any other person.

(Please answer **Yes** or **No**)

If **Yes**, please give details below

Please tell us the type of account	The name of the bank or building society	What is the account number	What name is the account in? If it is a joint account, please tell us	Current balance (Please tell us even if the account is overdrawn)

Do you or your partner have any other savings and investments?

(Please answer **Yes** or **No**)

If **Yes**, please give details below

Type of savings and investments (Some examples of savings: National Savings Certificates, Premium Bonds, Stocks and shares, Unit Trusts, Securities, cash savings, money owed to you and so on)	What name is the account in? If it is a joint account, please tell us	Current balance (if shares, please tell us the number you hold)

Part 4 ● Work and wages

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

A

Do you or your partner have a job?

(Please answer **Yes** or **No**)

If **Yes**, please answer the questions **below and on the next page**.

You will need to provide your latest original wage slips – see page 13.

If **No**, please go to **Part 5**.

	Are you getting Statutory Sick Pay? (Please answer Yes or No)	If Yes, when did this start and when will it finish?						Are you getting Statutory Maternity Pay? (Please answer Yes or No)	If Yes, when did this start and when will it finish?						May we contact your employer if necessary? (Please answer Yes or No)
		Start			Finish				Start			Finish			
You															
Your partner															

Are you or your partner a director of any companies?

(Please answer **Yes** or **No**)

If **Yes**, please give details below

B

Please give details about any jobs you or your partner have, below.

If you or your partner have more than one job, please use the third column.

	Job 1	Job 2	Job 3
Who is working? Please print their name.			
Please tell us the name and address of your employer.			
Please tell us the date you started.			
If it is for a fixed period, when will it end?			
What is your job title?			
What is your work payroll number?			
How many hours do you work a week?			
Gross pay (before deductions).			
Net pay (after deductions).			
Any bonus, commission, tips, not included in your gross pay.			
How often are you paid? (weekly, monthly, and so on)			
How are you paid? (Cash, cheque, bank transfer and so on)			
What is the date of your next pay rise?			
Do you pay towards a private pension scheme? If Yes, please give details (including if it is paid separately)			
Is Working Tax Credit paid with your salary?			

Do you or your partner have any other jobs?

(Please answer **Yes** or **No**)

If **Yes**, please give details below

Please enclose your and your partner's original wage slips.

If you get paid weekly, please enclose your last five wage slips.

If you get paid fortnightly, please enclose your last three wage slips.

If you get paid monthly, please enclose your last two wage slips.

If you get paid directly into your bank account, please enclose your last two monthly statements as well as the relevant wage slips.

If you cannot get any of these, please detach Tear-off Form 1 at the back of this form and ask your employer to fill it in and return it to you.

Do you or your partner pay for registered or approved childcare for a child or children under 16 years old while you work 16 hours or more per week?

(Please answer **Yes** or **No**)

If **Yes**, please give details below

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If **Yes**, please tell us how much you pay and how often (every week, month).

£		every	
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Please give us the name and address of your childminder or childcare provider.

If you pay for registered or approved childcare while you work, we may be able to take this into account when working out your benefit. The child, or children must be under 16 years old. We need to see original proof of the money you pay for childcare.

C

Are you or your partner self-employed?

(Please answer **Yes** or **No**)

If **Yes**, please answer the questions **below and on the next page**.

If **No**, please go to **Part 5**.

	What type of work do you do?	When did you start the business?			How many hours do you work a week on average?	Is this the only work you do? (Please answer Yes or No)	Do you or your partner get any Government Business Allowance? (Please answer Yes or No)	If Yes, when did this start?			How much do you get and how often? (every week, month or year)	
											How much?	How often?
You											£	
Your partner											£	

What is the name and address of the business?

Name:	
Address:	Postcode:

Do you have a business partner?

(Please answer **Yes** or **No**)

If **Yes**, please say who this is (even if it is your partner) and also tell us the percentage split (for example 50% / 50%).

 %

If you get a Government Business Allowance, please give us an original letter from the DWP stating when it started and the amount you get. Please give us original audited accounts or your own accounts. If you have just started the business, we can send you a self-employed form to fill in.

Part 5 ● Benefits, allowances, credits and pensions

read important notes below
for more details

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

Please send us proof of any benefits and pensions you get. We can only accept original letters. You can bring it to our reception to be photocopied. Please see the front of this form for our address.

A

Benefits that you, or your partner or your dependants, get.

Please use the boxes below to tell us about them.

What is the name of the benefit?	Who gets the benefit?	How much is paid and how often? (every week, month and so on)		
		£	every	
		£	every	
		£	every	
		£	every	

Are deductions being made from any of the above benefits?

(Please answer **Yes** or **No**)

If **Yes**, please tell us which below

Benefit	How much? £	How often?

Benefits, allowances and credits that you, your partner or your dependants have applied for.

(Please include all benefits that you have applied for but are not entitled to.)

Name	Who has applied?	What date did you apply?			Have you heard yet? (Please answer Yes or No)	If Yes, and you are not entitled, please tell us why

B Do you receive **any** of the following: Working Tax Credit, Child Tax Credit, Pension Credit or Savings Credit?

(Please answer **Yes** or **No**)

If **Yes**, please answer the questions below

What type of Credit are you getting?	Who is getting the Credit?	How is this paid? (Either: included in your wages, by order book, or into your bank account –please tell us the account number)	How much is paid and how often is this paid? (every week, month and so on)			Please tell us when you started to get this		
			£	every				
			£	every				
			£	every				
			£	every				
			£	every				

C Name the pensions that you and your partner get.

For example: state pensions, occupational and private pensions, pension protection fund payments.

What is the name of the pension?	Who gets the pension?	How is this paid? (Normally by order book or bank account)	How much is it and how often is this paid? (every week, month and so on)			Please tell us when this last increased		
			£	every				
			£	every				
			£	every				
			£	every				

Have you chosen to defer getting your pension?

(Please answer **Yes** or **No**).

If yes, what date will you start to receive your pension?

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If you delayed getting your pension and then chose to receive a lump sum payment, what date did you get this payment?

--	--	--

And how much did you get?

£		
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D

Questions about your and your partner's health.

	Are you registered blind? (Please answer Yes or No)	If No , have you been registered blind at any time in the last 28 weeks?	Do you have an invalid car? (Please answer Yes or No)	Are you unable to work because of illness or disability? (Please answer Yes or No)	If Yes , please say when you became unable to work			If you are pregnant , when is the baby due?		
You										
Your partner										

	Are you in hospital at the moment? (Please answer Yes or No)	If Yes , please give the date you went in			What hospital are you in and what ward?	Have you applied for Carers Allowance? (Please answer Yes or No) If Yes , please tell us the details in Part 5A	Does anyone get Carers Allowance for looking after you? (Please answer Yes or No) If Yes , please tell us who gets it
You							
Your partner							

If you have answered Yes to any questions in Part D, please send in supporting evidence. For example, if you are in hospital, please send us your appointment card or a letter from the hospital. Please also tell us when you will leave hospital.

If you are pregnant, please send us your maternity certificate.

If you are sick, please send us medical certificates or a letter from your doctor.

Part 6 ● Other Income

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

Have you or your partner:

- any money coming in that you have not included elsewhere on the form?
- any other money due to you?
- delayed receiving any other money?

(Please answer **Yes** or **No**)

If **Yes**, please tell us more in the boxes below.

You do not have to tell us about payments from any of the Macfarlane Trusts, Independent Living Funds, the Eileen Trust, the Skipton Fund or the Creutzfeldt-Jacob Disease Trust.

Note about maintenance payments:

The proof you send us must show the total maintenance received, who it is paid for and how much is paid for each person/child.

What type of income is it?	Who gets this income?	How is this paid?	How much is paid and how often? (every week, month and so on)		
			£	every	
			£	every	
			£	every	
			£	every	
			£	every	
			£	every	

To tell us about any money you get from people living in your house as boarders, lodgers or subtenants please complete part 7C on page 22.

Part 7 ● Other people who live with you

read important notes on page 3

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

The questions in this section ask for details about people who usually live with you.

Only tell us about those who are living with you at the moment and who live with you all the time.

A

Do you or your partner get Child Benefit for anyone who lives with you?

(Please answer **Yes** or **No**)

If **Yes**, please enter the details in the boxes below.

If **No**, please go to section B.

Full name of the person who lives with you	Date of Birth			Relationship to you (for example, son, daughter)	Are they registered blind? (Please answer Yes or No)	Do they get Disability Living Allowance (care or mobility component)? (If Yes, please tell us how much)	
							£
							£
							£
							£
							£
							£
							£
							£
							£
							£

Are any of the children mentioned above related in any way to your landlord or landlord's partner? If **Yes**, please give their details below

(Please answer **Yes** or **No**)

Name of child	Relationship to landlord/landlord's partner

Do you or your partner get any money from a council or a voluntary agency to help pay for looking after any children?

(Please answer **Yes** or **No**)

If **Yes**, please tell us how much you get and how often and who for

What type of income is it?	Who is the income for?	How is this paid?	How much is paid and how often? (every week, month and so on)		
			£	every	
			£	every	
			£	every	
			£	every	
			£	every	

B

Please use the section below to tell us about anyone else who lives with you.

Please **do not** include lodgers and subtenants — **See section C.**

You will need to provide proof of their income and savings and their address

	Person 1	Person 2	Person 3	Person 4
Surname				
First Name				
Date of Birth				
Relationship to you or your partner				
Are they getting Income Support, Income-based Jobseeker's Allowance, Income-related Employment Support Allowance, Guaranteed Pension Credit or Savings Credit?				
Are they a full-time student, student nurse, care worker, an apprentice or on a Youth Training Scheme? If Yes, please state which				
If they are getting a state benefit, credit or allowance please state which and enter how much they receive each week	£	£	£	£
If they are working please state: number of hours worked per week weekly income before deductions	£	£	£	£
Enter any income they receive from savings and investments	£	£	£	£
Are they severely mentally impaired?				
Please state any other income they receive and how much per week	£	£	£	£
If they are in hospital or legal custody at the moment, please tell us the date they went in				

Does anyone else live with you?

(Please answer **Yes** or **No**)

If **Yes**, please give their details in the box below

Are any of the people who normally live with you married to each other, civil partners or living together as if they are married or civil partners?

(Please answer **Yes** or **No**). If yes, tell us their names below

is the partner of

is the partner of

Please send us proof of all income and savings mentioned above. We can only accept original documents.

If they work and you cannot get original wage slips, we can send you a form.

(If the only proof of income you have not provided is of someone mentioned above, we may have to assume an income for those people so we can pay your benefit in time.)



Please use the section below to tell us about anyone who pays you money to live in part of your home (such as lodgers and subtenants).

Please answer **all** the questions in each column.

Full name of person who is paying you money to live with you	How much do they pay you each week?	Do you provide meals? (Please answer Yes or No)			Do you provide heating? (Please answer Yes or No)
		Breakfast	Lunch	Dinner	

Part 8 ● Money you pay out

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

Do you or your partner pay towards a son or daughter going to university or college?

(Please answer **Yes** or **No**)

**If Yes please provide original proof.
(We will need a letter from the university or college confirming the course details.)**

If **Yes**, please tell us which son or daughter you help and how much you pay for each

How much do you pay in total?

£

How often?
(every month, year)

Do they live with you during the summer months?

(Please answer **Yes** or **No**)

Part 9 ● About your home and rent

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

If you pay rent to a private landlord or housing association, please fill in this section.

If you do not pay rent, or if you are a council tenant please go to Part 10.

A

Have you been placed in your home by a local authority housing department?
(Please answer **Yes** or **No**)

If **Yes**, which borough placed you?

Who is the property owner and what is their residential address?

We may not pay you if you do not answer this question

Name:		
Address:		
Postcode:	Home No:	Mobile No:

Are you or your partner related in any way, or have you been related in the past, to the owner or the owner's partner? (Please answer **Yes** or **No**)

If **Yes**, what is the relationship?

Does the owner live in the same property as you?
(Please answer **Yes** or **No**)

Related includes related through marriage or civil partnership, even if it has ended.

Is the property managed by an agent?
(Please answer **Yes** or **No**)

If **Yes**, please give the agent's name and address

Name:		
Address:		
Postcode:	Office No:	Mobile No:

Are you a housing association tenant?
(Please answer **Yes** or **No**)

If Yes, please make sure you have ticked the right box at the front of the form.

B What kind of home do you live in? Please tick only **one** box.

Detached house	<input type="checkbox"/>	Detached bungalow	<input type="checkbox"/>	Semi-detached house	<input type="checkbox"/>	Semi-detached bungalow	<input type="checkbox"/>
Terraced house	<input type="checkbox"/>	Terraced bungalow	<input type="checkbox"/>	Flat in block	<input type="checkbox"/>	Flat in house	<input type="checkbox"/>
Flat over shop	<input type="checkbox"/>	Maisonette	<input type="checkbox"/>	Room or rooms	<input type="checkbox"/>	Hostel	<input type="checkbox"/>
Bedsit	<input type="checkbox"/>	Hotel	<input type="checkbox"/>	Other (please give details)	<input type="text"/>		

C How many floors are in the whole property? (Please answer this even if you live in a block of flats.)

Which floors do you live on? (All floors, ground, first, and so on – ground floor is street level, first floor is the floor above and so on.)

If you only rent a room is it at the **front, centre, back** or **other**?

What is your room number?

When looking at the house from the front, which side is your room on, **right, left** or **both**?

D Please fully complete this section.

Please enter the number of rooms in your home in these boxes	Living room	Bedroom	Kitchen	Bathroom	Toilet	Bedsit	Other rooms
Total number of each kind of room in the property	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of rooms your household live in and do not share with other tenants	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of rooms you share with other households	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Does your home have central heating?

Is there a garage included in the rent?

Is a car space included in the rent?

(Please answer **Yes, No** or **Don't know**)

(Please answer **Yes, No** or **Don't know**)

(Please answer **Yes, No** or **Don't know**)

Does your landlord provide your furniture? (Please answer **Yes** or **No**)

If **Yes**, is it fully or partly furnished?

You will need to provide original proof of the rent you have to pay. This can be your tenancy agreement or a letter from your landlord.

The letter must tell us:

- the date you moved in and the property address;
 - anything that is included in the rent (bills, water rates and so on);
 - the amount of rent you pay and when you have to pay it;
 - your landlord's name and address.
- The letter must be signed by your landlord.**

E

What date did your tenancy start?

How much is the total rent? £

How often do you pay?
(every week, fortnight, month and so on)

If you share the rent with other people, how much is your share? £

How many people share the rent?

Is your rent registered as a 'Fair rent' by the rent officer? (Please answer **Yes**, **No** or **Don't know**)

Have you any **rent-free** weeks? (Please answer **Yes** or **No**) If **Yes**, please tell us how many you have?

Please tell us the date of your last rent increase

Please tell us the amount of the increase £

F Does your rent include money for the following services? (Please tick **Yes** or **No** or **Don't know**)

Service included <i>please tick</i>	Yes	No	Don't know	If Yes, how much	Service included <i>please tick</i>	Yes	No	Don't know	If Yes, how much	Service included <i>please tick</i>	Yes	No	Don't know	If Yes, how much
Cleaning shared areas				£	Laundry equipment				£	Hot water				£
Lighting shared areas				£	Laundrying by landlord				£	Water charges				£
Heating shared areas				£	Window cleaning				£	Gas or electricity for cooking				£
Lift				£	Cleaning the accommodation				£	Other, please give details				£
Porter or estate staff				£	Lighting the accommodation				£	Other, please give details				£
Gardening				£	Heating the accommodation				£	Other, please give details				£

G Does your rent include money for additional support? (Please answer **Yes** or **No**)

If **Yes**, please tell us in the boxes below

Support charges included <i>please tick</i>	Yes	No	Don't know	If Yes, how much
Emergency alarm system				£
Nursing and personal care				£

Support charges included <i>please tick</i>	Yes	No	Don't know	If Yes, how much
Cleaning your room/windows for you				£
Counselling and support				£

If Yes, to any of Part G, we will send you more detailed information about how support charges are paid.

H

Are meals included in your rent?

(Please answer **Yes** or **No**)

If **Yes**, please tell us which in the box below

Full board (at least 3 meals a day)

Part board (breakfast plus another meal)

Breakfast only

If the meal arrangements for other family members are different from your own, please tell us about them

Do you pay water rates direct to the water authority?

(Please answer **Yes** or **No**)

If **Yes**, please say which water authority

Is any part of your home used for business reasons?

(Please answer **Yes** or **No**)

If **Yes**, how many rooms are used for your business

Who is responsible for decorating the inside of your home? (Please answer **you**, your **landlord** or **don't know**)

I

Please answer **Yes** or **No** in the boxes below.

	You	Your partner	Your ex-partner or your partner's ex-partner	A close relative who lives with you	Your child, or your partner's child
The property is currently owned by, or was previously owned by	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property is rented from a trust and one of the trustees or beneficiaries is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 10 ● How your Housing Benefit and Council Tax Benefit will be paid

A

- If you are a **council tenant**, we will pay your benefit into your rent account.
- If you are awarded **Council Tax Benefit**, we will pay this into your Council Tax account.
- If you pay rent to a **private landlord**, we will pay you direct. Please enter your account details below.
- If you pay rent to a **Housing Association**, you can choose to have payments sent direct to them or receive payments yourself.

Would you like us to pay benefit to your **Housing Association?** (Please answer **Yes** or **No**)

If **Yes**, tell us who this is.

If **No**, please complete your account details below.

We will send them a form to complete with their account details.

Please Note: Post Office **Card Only** accounts **cannot** be used for Housing Benefit payments. Please do not supply a Post Office Card account below – your payments will be delayed until you supply an alternative account.

Name of Bank/Building Society:	Sort Code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Account Payee Name:	Account Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Account Holder's Signature:	Roll No. (Building Society accounts only)
As confirmation of the above details, I have enclosed a paying-in-slip (tick box) (this may be found in your paying-in book, cheque book or obtained direct from your bank/building society) <input type="checkbox"/>	

Payment direct to your account is the safest and most efficient way to pay your benefit. However, if you do not currently have a bank or building society account, we can pay you by cheque.

In some cases, we may be able to pay your Housing Benefit direct to your landlord. If you feel that you might have difficulty managing your money and believe that it would be easier to pay your landlord direct, please complete the form overleaf.

B**Request to pay benefit to your landlord.**

If you think that receiving direct payments will cause you serious problems, please complete the form below. If you do not have the proof we need at the moment, return your application form now and send the proof to us within **one month**.

Please note: completing this form does not guarantee that payments will be sent to your landlord.

Tick box	Reason direct payment may be a problem for me	Proof you need to send us to support this
	I have a learning disability that prevents me from managing my finances.	Written evidence from Social Worker, Care/Support Worker, GP, DWP (benefits in payment).
	I have a medical condition/disability that makes it hard for me to manage my finances.	Written evidence from Social Worker, Care/Support Worker, GP, Hospital.
	I do not speak English.	Written evidence from Support Organisations that arrears/debts have been caused by inability to speak English.
	I am dealing with addiction to drugs, alcohol or gambling.	Written evidence from Social Worker, Care/Support Worker, GP, Advisory Services, Hospital, Special Needs Unit.
	I am fleeing domestic violence.	Written evidence from Social Worker, Care/Support Worker, Advisory Services, family/friends.
	I have recently been released from prison.	Written evidence from prison or Probation Service.
	I have severe debt problems/ I am an undischarged bankrupt.	Court Orders, CCJ's, written evidence from CAB or other help groups, Solicitors, Creditors, Debt Advisers.
	I have a history of homelessness.	Written evidence from banks or Money Advisors.
	None of the above, but direct payments will be difficult for me because (you must provide written evidence to support this statement):	

Part 11 ● Sharing information with your landlord

Sharing information with your landlord could help us to deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being delayed.

We may need to confirm information with your landlord before we can make a decision on your claim, for example, the start of your tenancy. If this is the case, we can contact your landlord without your permission.

The law requires that we inform your landlord of certain decisions we make on your claim, for example, when a decision is made to pay your benefit to your landlord. Under the Data Protection Act 1998, we need your permission to discuss anything else. If you give us permission, we would be able to tell your landlord whether:

- you have claimed Housing Benefit, or
- we have made a decision on your claim, or
- we have made a payment to you, or
- we need more information to make a decision on your claim, and what that information may be.

We will not give your landlord any information about:

- **your personal or household circumstances; or**
- **your financial circumstances.**

You can withdraw your permission at any time – just write to us and we will amend our records.

It will not affect your claim if you do not give us permission to discuss your claim with your landlord.

If you want to give us permission, please complete the details below.

I give Redbridge Council permission to share information about the progress of my Housing Benefit claim with my landlord or their representative.

Signature

Full name
(in CAPITAL LETTERS)

Date

Address

Postcode:

Part 12 ● Other details

If you do not have the proof we need at the moment, return your application form **now** and send the proof to us within one month, or you may lose benefit.

A

Are you, or have you ever been, known by another name?

(Please answer **Yes** or **No**)

Is your partner, or have they ever been, known by another name?

(Please answer **Yes** or **No**)

If **Yes**, please tell us these names below.

You	Your partner

B

Any other information.

Please use the box on this page to give any extra information to support your claim.





Backdating.

We usually award benefit from the Monday after the day we receive your claim. Sometimes, we can pay benefit from an earlier date if you have a good reason for not claiming earlier.

Backdating may only be allowed if exceptional circumstances prevented you from making your claim earlier. If you want to claim for this, please tell us the date you want it backdated to and send us any evidence supporting your request.

Date you want to claim benefit from

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The reason (or combination of reasons) you did not make your claim earlier must last for the whole time from when you want your benefit to start until the day you made your claim. Whatever the reason, there are restrictions on the length of time we can backdate your benefit for.

Tell us why you have not claimed before

Part 13 ● Checklist

Before you return your benefit form to us, please check you have completed all relevant sections on this form and answered all the appropriate questions. Please tick the boxes on this page to show what proof you are sending with this form.

Remember: To speed up your claim please provide all the information we have asked for, as soon as possible and, no later than one month after the date you send us your claim form.

If you do not have the proof we need at the moment, return this form to us now and send the proof within one month (or contact us to advise us the reasons for any delay). If you delay in sending us your form, **you could lose benefit.**

If you do not want to send original items through the post, please call in to our Reception at Olympic House, 28-42 Clements Road, Ilford, Essex, where we will photocopy the original documents and return them to you straight away. We cannot accept liability for original documents or items lost in the post.

We need proof of (you must provide original documents):	not applicable	enclosed	to follow (date)
Identity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Insurance Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Benefit (book or award letter).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-dependant's income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rent from any lodgers or boarders (tenancy agreement / letter of tenancy).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pensions (book or award letters / bank or building society statements).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefits or Allowances (book or award letter).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Earnings (five weekly, two monthly, three fortnightly pay slips or a certificate of earnings).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other Income (showing payment type / source / amount / frequency).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Savings (bank / building society statements, post office books, etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investments & Capital (stock / share certificates or official documents).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rent (tenancy agreement or letter) and proof of residency (gas/electricity/water bill, TV licence).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outgoings (childminding fees, private pensions, college, university support, etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any additional proof required for us to assess your claim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– please specify			

Part 14 ● Declaration

Please read this carefully before you sign and date it.

I understand the following:

- If I give information that is incorrect or incomplete, you may take action against me.
- You will use the information I have provided to process my claim for Housing Benefit or Council Tax Benefit, or both. You may check some of the information with other sources within the council, rent offices, and other councils.
- I authorise you to make any necessary enquiries to check the information on this form.
- You may use any information I have provided in connection with this and any other claim for Social Security benefits that I have made or may make. You may give some information to other government organisations, if the law allows this.
- I know I must let the council's benefit office know about any changes in my circumstances, which might affect my claim.
- I declare the information I have given on this form is correct and complete.

If you do not provide any of the evidence we have asked for on this form, we will not be able to pay you any benefit.

Your signature	Date		

Your partner's signature	Date		

Forms filled in by someone other than you:

This section **must** be filled in if the claim form has been filled in by someone for you. This includes an agent, appointee (the person you have asked to look after your affairs), relatives, friends, council officers, DWP and Job Centre officers. If they will be contacting us on a regular basis on your behalf, they should complete the Appointee Form on page 39 of this form.

Please tell us below why you are filling in this form for someone else.

**I declare that I have read each question to the claimant and recorded the answers given by them.
As far as I know, they are true and complete.**

Name of the person who filled in the form	Signature of the person who filled in the form	Relationship to you (or officer details)



We must protect Public Funds we handle and we may use information you have provided to the Council previously and on this form to prevent and detect fraud. This may include matching any information we hold about you from other sources, including data held on computer records. We may also share this information for the same purposes, with other organisations that handle Public Funds.

Housing/Council Tax Benefit Scheme Employer's certificate of earnings – Private and Confidential

Tear-Off Form 1

Please enter on this form your name, address, occupation and pay number. You should then ask your employer to complete it and return to you. Please return completed form to Housing Benefit Section **within two weeks**. If you don't, we may not be able to assess your claim.

Applicant's name			
Address			Postcode:
Occupation		Pay number	

Note to Employer: Will you please assist the applicant by completing the section below and the appropriate sections overleaf and return it to your employee.

The employer must sign this form and authenticate it by the firm's official stamp in the box below.

Business address			
			Postcode:
Telephone number		Mobile telephone number	

Signature of employer	Date		

Position (for example, Company Director, Line Manager)

Official stamp



Housing/Council Tax Benefit Scheme Employer's certificate of earnings – Private and Confidential

Tear-Off Form 1
contd.

A Are there any tax credits included in your employees' wages? (Please answer **Yes** or **No**)

If Yes, please tell us which in the box below

	Date included from				The amount included	£
--	--------------------	--	--	--	---------------------	---

How many hours a week does your employee work? hours per week

B **Weekly paid employees** — Wages including overtime, bonus, commission and any other payments before making any deductions for Income Tax, National Insurance, Superannuation etc.

Week ending			Gross weekly income	Tax deducted	N.I. deducted	Pension
			£	£	£	£
			£	£	£	£
			£	£	£	£
			£	£	£	£
			£	£	£	£

C **Monthly paid employees** — Salary including overtime, bonus, commission and any other payments before making any deductions for Income Tax, National Insurance, Superannuation etc. for the latest two months.

Month ending			Gross monthly income	Tax deducted	N.I. deducted	Pension
			£	£	£	£
			£	£	£	£



Housing Benefit application form survey

Tear-Off Form 2

We are interested in hearing your views about this application form.

This short survey gives you the chance to tell us what you think.

All of the data will be treated in the strictest confidence and will only be used to monitor our services.

Please tick where appropriate



	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Overall, I am satisfied with the clarity of the form and understood what to do					
The notes throughout the form were helpful					
The form itself was difficult to fill in					
Certain parts of the form were difficult to fill in (please tell us which)					

If you have any comments about this form or our overall service, please use the box on the back page.

Please tear off this page along the dotted line and return it with your form or send this survey to:

Payments and Benefits, PO Box 1354,
22-26 Clements Road, Ilford, Essex, IG1 1LF

Authority and Appointee application form (APPNTEE)

Tear-Off Form 3

Form of Authority

When you make a claim for Housing Benefit and/or Council Tax Benefit it is a private and confidential matter. We will not discuss your claim with anybody else unless you tell us to.

However, you can allow us to talk or write to somebody else on your behalf. This is useful if you want to contact us but you cannot come into the office or do not like using the phone. If you want somebody else to talk or write to us about your claim, please fill in Tear-off Form 3A overleaf.

You will still need to fill in your claim form and you are responsible for it being correct and for telling us of any changes in your circumstances.

All correspondence sent on your behalf must be signed by you.

We have a visiting team who can see you in your own home.

Please phone 020 8708 4530 (24 hour answer phone) if you would like a home visit.

An Appointee

When you make a claim for Housing Benefit and/or Council Tax Benefit it is a private and confidential matter. We will not discuss your claim with anybody else unless you tell us to.

However, some people are unable to deal with their own affairs and rely on the help of a friend or relative. In such circumstances a claim may be made by a third party, known as an "appointee".

In these cases an appointee takes over all rights and responsibilities in relation to the Housing and/or Council Tax Benefit claim. The appointee will also be asked to repay any overpaid Housing and/or Council Tax Benefit. You should get their permission before making them your appointee.

An appointee can be:

A receiver or deputy appointed by the Court of Protection.

An attorney.

A person appointed by the Department for Work and Pensions to act on your behalf in respect of another benefit.

A friend, relative or social worker.

If you want somebody else to deal with your affairs, please tick this box. We will contact you shortly.



Authority and Appointee application form (APPNTEE)

Tear-Off Form 3A

Fill in this side (Tear-off Form 3A) if you need someone to help deal with your benefit claim.

Your name			
Your address			
		Postcode	
Your telephone number			
Your reference number (if known)			

I allow the Housing and Council Tax Benefit section to give information about my claim to:

Name			
Address			
		Postcode	
Telephone number			
Relationship to you			

Your signature	Date		

Please tear off this section along the dotted line and return it with your form or send it to:

Payments and Benefits, PO Box 1354,
22-26 Clements Road, Ilford, Essex, IG1 1LF



Housing Benefit application form survey

Tear-Off Form 2 contd.

Please tear off this section along the dotted line and return it with your form or send it to:

Payments and Benefits, PO Box 1354,
22-26 Clements Road, Ilford, Essex, IG1 1LF



Redbridge Council is committed to a policy of Equal Opportunities. To promote and monitor the operation of this policy, we need to collect certain key information such as ethnicity, gender and disability. The information you provide on this form will be used to ensure we continue to provide a service that is accessible to all parts of the community; all information given will be treated as confidential.

Information given by you on this form may be shared with other Council departments for the same purpose only.

Please help us to help you by completing and returning this form. This information will be held and processed in accordance with the Data Protection Act 1998. The Data Controller is the London Borough of Redbridge.

You do not have to tell us about your ethnic origin, or whether you are disabled, if you would prefer not to. It will not affect your entitlement to Housing Benefit or Council Tax Benefit.

Ethnic Origin

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
(please write in)

Black or Black British

- Caribbean
- African
- Any other Black background
(please write in)

White

- British
- Irish
- Any other White background
(please write in)

Chinese

- Mixed Heritage
(please write in)

- Any other ethnic group
(please write in)

Other Information

Your preferred Spoken Language

If English is not your first language, please give your preferred spoken language in the space below

Disability

- Please tick ✓ below the description that **you** think describes you best
- I consider myself Disabled
 - I am not Disabled

Gender

- Male
- Female

Age Group

- 16-17
- 18-24
- 25-60
- 61-74
- over 75



